

Confidential

TECHNICAL SERVICE BULLETIN

NO.

1 G 14



TRIUMPH

DATE: October, 1970

BRITISH LEYLAND MOTORS INC.
600 Willow Tree Road • Leonia • New Jersey 07605

SUBJECT:

Product Problem
Early Warning System

MODELS:

All Models

All dealers are requested to submit reports covering any items on any models which it is felt are subject to abnormal failure rates, design criticism or which might be a potential safety hazard and which, as a result of direct customer contact, are recognized at an early point of development.

These reports will provide early warning of such defects and become invaluable in prompting speedy action in making corrections.

Apart from the important aspects of reporting service and design problems such a system of early warning becomes increasingly valuable with items of a safety related nature and could substantially reduce the numbers of cars requiring campaign action.

Dealers are requested to share experience, knowledge, or complaints no matter how trivial they may appear and report these promptly and frequently through the Distributor along the lines of the two attached samples of a form designed for this purpose.

Wherever possible, serial number, engine number, and mileage information should be provided, together with samples of any specifically defective materials.

Additional supplies of this form will be provided to you by your Distributor. Please make liberal use of them.



PRODUCT DEFECT REPORT

SAMPLE

Section: ~~BODY~~ - CHASSIS - ENGINE-TRANSMISSION

(Strike out those not applicable)

Date October 15, 1970

Nature of Complaint:

Rear wheels were maladjusted, causing excessive toe-in.

Comments:

Action Taken:

Looks as though the vehicles are leaving the factory without being properly checked.

Adjust radius rods.

Details of Vehicles Affected: —

[illegible]

Signed

John Pickens



PRODUCT DEFECT REPORT

(Strike out those not applicable)

Nature of Complaint:

Action Taken:

Details of Vehicles Affected: -

[illegible]

DATE	MILEAGE	GAS PURCHASE	OIL PURCHASE	GAS CONSUMPTION	OIL CONSUMPTION

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